



## **VOLUNTEER RECRUITMENT AND RETENTION POLICY**

Pen-y-ffordd Tennis Club (PTC) depends on volunteers for the management and organisation of the club. It is always seeking volunteers to help with the various tasks and to stand for election to the Committee. It uses appropriate means to recruit volunteers, taking into account the principles of its equal opportunities and diversity policy.

A description of the role and responsibilities (job specification) is available for each role on the management committee. A criminal records check with the Criminal Records Bureau will be made and references will be taken up where required e.g. if the role involves working with children.

An induction will be prepared and delivered by a member of the Committee. This will include:

- A job description of the role, complete with responsibilities and time commitments
- A list of all other management committee members, with roles and responsibilities
- A copy of the following policies:
  - Child protection
  - Code of practice for working with children
  - Equality and diversity
  - Volunteer recruitment and retention
  - Health and safety
  - Accidents & Emergencies
  - Complaints and feedback
- Any other relevant documentation for the specific role

Each member of the Committee must satisfy HMRC's fit and proper person test to be involved in the general control, management and administration of the Club and must declare that he is a fit and proper person prior to being elected.

The organisation has a valid insurance policy which you are advised to read.

### **Resolving problems**

The relationship between PTC and its volunteers is entirely voluntary and does not imply any contract. However, it is important that PTC is able to maintain its agreed standards, and that volunteers should enjoy making their contribution.

If your work as a volunteer does not meet with the club's standards, the Committee member responsible for the activity will discuss the concerns with you. If this does not resolve the concern, then the Committee will have to stop using your services.

If you are dissatisfied with any aspect of your work you should explain your dissatisfaction to the Committee Member responsible for the activity. If that does not resolve the issue, then a formal meeting with the chairperson of the Committee should follow. If, after this, we are still unable to resolve your grievance, then it would be inappropriate for you to continue as a volunteer.

At all times, you will be free to state your case and a friend can accompany you.

This volunteer policy is freely accessible to all and will be reviewed on a yearly basis. Additional Guidance Notes are available on the LTA web site <http://www.lta.org.uk/clubs-schools/Resources-management/>.